

**CITY OF AUBURN  
TELECOMMUNICATIONS COMMISSION**

**Thursday, Jan 13, 2005  
4:00 p.m. to 5:15 p.m.**

Auburn City Hall  
Room 10, 2<sup>nd</sup> floor  
1225 Lincoln Way, Auburn, CA 95603

**Meeting Minutes**

**1. ROLL CALL AND DETERMINATION OF A QUORUM**

Glenn Tonkin, Mark McDonald, Tom Maguire, Mike Malvey and Scott Barrow were present. Meeting was called to order at 4:04pm

**2. AGENDA APPROVAL**

Motion to approve agenda made by Tom , seconded by Mike. Unanimously approved.

**3. PUBLIC COMMENT**

Bob Snyder, new city councilman came in and asked what was going on with Turner Classic Movies (TCM) Glenn explained that those subscribers who had basic service were the only ones impacted. The digital subscribers still have the channel, it's just in a different location (channel # 108). Starstream had communicated to everyone that they did not have room on the analog spectrum for this channel so it was dropped. They now are planning to bring it back sometime between now and Dec. '05, or when additional spectrum is freed up.

**4. APPROVAL OF MINUTES**

Review and approve of minutes for the regular meeting of **December 15, 2004**. Mark made the motion to approve, Scott seconded. Unanimously approved.

**5. BUSINESS**

**A. Starstream**

1. Review recent subscriber correspondence to the City. The City of the Auburn received another 15 complaints since the last meeting, although they seem to be trailing off, the top issues are as follows:
  - a. Poor communications from Starstream. Most subscribers were unable to speak to a live person during the 1<sup>st</sup> week of January. \* The 800 number that was included in the bill was constantly busy. When the few fortunate individuals were able to get through hold times of 15 minutes were not uncommon. In addition, some subscribers ended up speaking to a very rude customer service representative from the company. Finally, a number of people left messages on the Starstream answering service after hours and no one from the company returned their calls.
  - b. Many customers were double-billed during this time frame. Although most customers understood what was happening once Glenn Tonkin took the time to call them back and explain to them in detail how the billing cycle and transition was working, should be the responsibility of Starstream not the Commission or staff at City Hall.
  - c. Service during the heavy storms over the Holiday Season was disappointing. The premium channels, 400 series and up, were continually up and down in some neighborhoods, making it nearly impossible to watch. This was compounded by the inability of people to get through on the Starstream service number (continually busy) as mentioned above.
  - d. Some customers have voiced concerns that they had all the premium channels with Charter and now with Starstream, they must ante up additional dollars each month to receive: 420-ENCRw, 421-WSTNw, 422-LOVEw, 423-MYSTw, 424-TRUEw, 425-ACTNw, 426-STZw, 427-STZTw and 428-BSTZ.
  - e. The Turner Classic Movie channel is still receiving numerous complaints from analog subscribers who want to know when it will be returning to the channel lineup.
  - f. No representation from Starstream at tonight's meeting to address our laundry list of customer complaints.
  - g. Need to know the status of when Starstream will be opening their customer service office in Auburn.

\* It was noted that during the week of January 10<sup>th</sup>, customers were having an easier time reaching a live person to discuss billing or service issues at Starstream.

Many ideas were again discussed as to what Starstream should do to alleviate some of the problems plaguing them at this time. However, the Commission believes that a special face-to-face meeting with Starstream management, between now and the end of the month, would best serve the community.

**B. ACTV Update**

"Bob Richardson attended the last ACTV meeting, and gave the board an update on the new agreement with Starstream, and talk about when the peg locations would be activated." Starstream now has the addresses to send the PEG fees to ACTV." ACTV is looking at automating some of the equipment for the new locations, due to staffing issues." They are also looking at adding some community service programs like "Amber Alert" and Strip Line Bulletins on the Community Channels. The board is also moving forward on grant proposals, which at this time total \$6,000.

**C. Commission Vacancies**

1. Determine Date to interview applicants – Glenn conveyed that we had received several applicants and shared a copy with all Commissioners. We will run one more fyi in the Auburn Journal. At this time we are set to interview all interested parties the week of January 24<sup>th</sup>. The deadline to apply is Jan. 21<sup>st</sup>.

**6. CORRESPONDENCE**

No correspondence to review.

**7. INFORMATION AND ANNOUNCEMENTS BY COMMISSIONERS**

This was Tom and Mike's last official meeting with ATC. Glenn, Mark and Scott thanked Tom and Mike for their service with the Commission. We will miss their telecom expertise on the Board.

**8. AGENDA ITEMS, DATE, AND TIME OF NEXT MEETING**

Next proposed meeting on regular schedule – February 10, 2005 - Time: 4:00 pm

**9. ADJOURNMENT**

Motion to adjourn made by Tom, seconded by Mike. Meeting was adjourned at 5:15